

## LEAD COURT SERVICES SPECIALIST

# Purpose:

To support and uphold the Court's stated mission while complying with the Arizona Code of Conduct for Judicial Employees. To serve as a team lead to ensure the performance of a variety of highly specialized clerical work in support of the operations and services of the Tempe Municipal Court; to process, record and file court documentation; to assist the public with court procedures and services; and to provide clerical support to judicial and administrative personnel, including, if needed, mandatory weekend and/or holiday overtime coverage.

# **Supervision Received and Exercised:**

Receives general supervision from a Court Services Supervisor, Management Staff or Judicial Officer. Exercises some functional and technical direction over Court Services Specialists I/II.

### **Essential Functions:**

Duties may include, but are not limited to, the following:

- Research and reconcile returned checks. This includes working with supervisors, the Finance Division and the public.
- Provide quality assurance checks on all warrants.
- Provide clerical and administrative support to Judicial Officers handling a specialty docket, such as Regional Homeless Court or Mental Health Court.
- Demonstrate effective, open communication with coworkers, Management Staff and Judicial Officers, as well as with external customers, internal City departments and outside agencies.
- Research, write and revise Court procedures and provide feedback on new and/or revised procedures sent out by others.
- Complete Committee on Judicial Education and Training (COJET) hours as required by the Arizona Supreme Court. This annual training shall include at least one class with subject matter content beneficial to the position, i.e., effective communication, team building, customer service, coaching, conflict management.

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Lead Court Services Specialist (continued)

- May participate in the selection of Court Services Specialist I positions.
- Under the direction of a supervisor, coordinate daily operational responsibilities, i.e., scheduling, ensuring coverage.
- In the absence of the supervisor, may perform some duties and responsibilities to meet Court operational needs, at the direction of the Court Administrator or Deputy Court Administrator.
- Serve in a leadership capacity for the team, provide both formal and informal on-thejob training and quality control to staff, and serve as first line of assistance for the supervisor in the operation of the team.
- Provide coverage for critical functions on any team when needed by filling in or temporarily re-assigning critical work to other available staff members.
- Maintain effective Court Services Specialist skill sets and comprehensive knowledge of all teams.
- Assist in training and cross training staff, to include completion of training checklists; serve as a training resource when procedural changes are implemented within the Court.
- Provide direction and training to interns and volunteers, including facilitating the recruitment process, scheduling of hours and conducting evaluations.
- Respond to and resolve matters that have escalated beyond the scope of a CSS I/II;
  answer questions and provide service and information to the public.
- Participate in or lead committees addressing issues related to the Court or City of Tempe at the direction of the management team.
- Participate in or lead special projects by adhering to project goals (timelines, objectives, etc.), set by the management team.
- Working with the Executive Assistant, ensure staff compliance with annual COJET requirements.
- Perform related duties as assigned.

### **Minimum Qualifications:**

#### **Experience:**

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Lead Court Services Specialist (continued)

Three years of public service experience in a court environment. Two years of this experience must be as a Court Services Specialist II with the Tempe Municipal Court. Experience and/or cross-training with each team of the Court is required.

#### **Education:**

Completion of the twelfth grade supplemented by additional training in word processing, filing and record keeping, or courses related to the core functions of this position.

#### **Licenses/Certifications:**

None

### **Examples of Physical and/or Mental Activities:**

(Pending)

## **Competencies:**

(Pending)

Job Code: 148

Status: Non-Exempt / Classified